

## Acknowledgment Receipt:

SUBMISSION TYPE: Information Disclosure Statement  
APPLICATION NUMBER: 09480589  
FIRST NAMED INVENTOR: Kevin Ruppelt  
TITLE OF INVENTION: METHOD, SYSTEM, AND PROGRAM PRODUCT FOR ON-LINE  
SERVICE CALL SCHEDULING  
ATTORNEY DOCKET NUMBER: 9D-EC-19348

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DIGITAL CERTIFICATE HOLDER NAME: cn=Thomas Micheal Fisher, ou=Registered Attorneys

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# TRANSMITTAL FORM

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Application Number: 09/480,589

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Submission Type: Information  
Disclosure Statement

## METHOD, SYSTEM, AND PROGRAM PRODUCT FOR ON-LINE SERVICE CALL SCHEDULING

First Named Inventor: Kevin Michael Ruppelt

**SUBMITTED BY**

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**Attached Files:**

us-information-disclosure-statement

13307-199ids.xml

Comments:

# Electronic Information Disclosure Statement

## METHOD, SYSTEM, AND PROGRAM PRODUCT FOR ON-LINE SERVICE CALL SCHEDULING

Application: \*09/480589\*

09/480589

Confirmation:

Applicant(s): Kevin Ruppelt

Docket Number: 9D-EC-19348

Group Art Unit: 2768

Examiner:

search string: ( 5982863 or 5960406 or 5956024 or 5943652 or 5920846 or 5615121 ).pn.

### US Patent Documents

Note: Applicant is not required to submit a paper copy of cited US Patent Documents

init	Citation No.	Patent Number	Date	Bar Code	Patentee	Class	Subclass
	P01	5982863	1999-11-09	*5982863*	Smiley et al.		
	P02	5960406	1999-09-28	*5960406*	Rasansky et al.		
	P03	5956024	1999-09-21	*5956024*	Strickland et al.		
	P04	5943652	1999-08-24	*5943652*	Sisley et al.		
	P05	5920846	1999-07-06	*5920846*	Storch et al.		
	P06	5615121	1997-03-25	*5615121*	Babayev et al.		

## Signature

Examiner Name	Date